

What is claimed is:

1. An online service ordering process for implementing the provisioning of telecommunication services between a customer and a telecommunication service provider, the process comprising the steps of
receiving a request from a customer via a data network, at an integrated order manager platform, to access the telecommunications service ordering process
transmitting to the customer, via the data network, a web page requesting customer identification information;
receiving customer identification information at the integrated order manager;
retrieving and verifying customer identification information at the integrated order manager;
transmitting an initial service request web page to the verified customer, the web page including customer-specific information associated with the retrieved customer identification information; and
interacting, via additional web pages, with the verified customer to complete the requested service order.
2. The online service ordering process as defined in claim 1 wherein the customer is an internal telecommunications service provider sales representative.
3. The online service ordering process as defined in claim 1 wherein the customer is an external consumer customer.
4. The online service ordering process as defined in claim 1 wherein the customer is a contract negotiator.
5. The online service ordering process as defined in claim 1 wherein the web pages associated with performing the order process including drop-down menus of service options.
6. The online service ordering process as defined in claim 1 wherein at least one web page associated with performing the order process includes a dialog box for the customer to enter specialized information.
7. The online service ordering process as defined in claim 1 wherein the process is used in the provisioning of data/IP service.

8. The online service ordering process as defined in claim 1 wherein the process is used in the provisioning of access service.

9. The online service ordering process as defined in claim 1 wherein the process is used in the provisioning of voice services.

10. The online service ordering process as defined in claim 1 wherein the process is used in the provisioning of long distance service.

11. The online service ordering process as defined in claim 1 wherein the process is used in the provisioning of local service.